

CONFIDENTIAL

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DD / S REGISTRY

FILE

DD/M&S 73-1154

23 March 1973

MEMORANDUM FOR: Deputy Director for Intelligence  
Deputy Director for Operations  
Deputy Director for Science and Technology  
General Counsel  
Inspector General  
Legislative Counsel  
Director of National Estimates

SUBJECT: Telephone Answering Procedures

1. Attached is an advance copy of [ ] on the above subject which I have approved for distribution later next week.

25X1

2. Also attached is a list of guidelines developed by the Central Cover Staff to assist you in instructing those elements of your component that have conditions of cover to maintain to comply with the revised procedures.

25X1

[ ]  
HAROLD L. BROWNMAN  
Deputy Director  
for  
Management and Services

Attachments: 2

cc: DD/M&S Office Directors

DD/M&S Distribution:

ORIG - DD/M&S Subj

1 - Ea. adse

1 - D/DCI/IC

1 - D/PPB

1 - O/DCI/Admin

1 - DD/M&S Chrono

1 - C/SSS

25X1

C-O-N-F-I-D-E-N-T-I-A-L

This Notice Expires 1 April 1974

SECURITY

[REDACTED]  
28 March 1973

25X1

### TELEPHONE ANSWERING PROCEDURES

Effective immediately, all telephone calls to and within the Agency will be received by name rather than number. Calls to 351-1100, which is the Agency's number in public telephone directories, will be answered as "Central Intelligence Agency." Cover conditions permitting, calls to all other numbers [REDACTED] will be answered in the name of the supervisor of the office receiving the call or with the organizational title of the office. For example, an office in which Mr. Smith is staff chief would receive its calls as "Mr. Smith's office," or as "Plans Staff, Office of the DD/M&S."

25X1

FOR THE DIRECTOR OF CENTRAL INTELLIGENCE:

/s/  
HAROLD L. BROWNMAN  
Deputy Director  
for  
Management and Services

DISTRIBUTION: ALL EMPLOYEES

[REDACTED] 25X1

C-O-N-F-I-D-E-N-T-I-A-L

C-O-N-F-I-D-E-N-T-I-A-L

GUIDELINES

25X1 1. The choice of a name or component designation for use in answering [ ] telephone numbers will be governed by the following cover security considerations:

a. If the component supervisor is under cover his name will not be used.

b. If the component designation is too revealing or susceptible to undesirable interpretation by non-Agency personnel it will be changed, if practicable, in conjunction with implementation of the telephone answering procedures. Such changes will be approved by the Deputy Director or Head of Independent Office concerned or his designee.

2. All personnel answering telephones must be continually alert to calls initiated for provocation or elicitation purposes and be prepared to respond accordingly.

3. When using the [ ] internally, personnel placing calls will identify themselves by name and component designation.

25X1

[ ]

25X1

C-O-N-F-I-D-E-N-T-I-A-L

MEMORANDUM FOR:

STAT Release telephone memo tomorrow per Eric

[REDACTED] 3/27

STAT *Karen*  
*Above info given to*  
*Mr. [REDACTED] today.*  
*Janet*  
(DATE)

FORM NO. 101 REPLACES FORM 10-101  
1 AUG 54 WHICH MAY BE USED.

(47)

21 March 1973



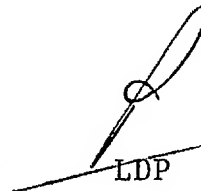
25X1

NOTE FOR: Mr. Brownman via Mr. Wattles

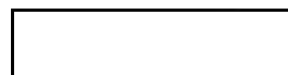
1. Because of the personal cover problems of many of our employees, I have serious reservations about requiring offices to answer their telephones with the name of the principal officer. While the attached draft notice makes some allowance for this by using the phrase "cover conditions permitting," it still does not solve the problem that will undoubtedly be raised by the DD/O, i.e., from the counterintelligence standpoint it could be assumed that offices continuing to answer by extension number are indeed offices protecting employees under cover.

2. While I agree that 351-1100 should certainly be answered as "Central Intelligence Agency," I recommend against making it mandatory that offices without cover problems use an employee's name when answering the phone. Rather, I would suggest making it permissive by changing the words indicated in the attached draft.

3. Actually, I believe it would be better to continue our present practice of answering all phones by extension number, except for 351-1100.

  
LDP

SECOND THOUGHT - SHOULDN'T COLBY AS DDO  
HAVE A CHANCE TO VOTE? *AW*



25X1

MEMORANDUM FOR: Deputy Director for Support

Attached for your consideration is a draft notice that provides, per Mr. Schlesinger's instructions, guidance in responding to telephone calls both to and within the Agency.

\_\_\_\_\_  
(DATE)

This Notice Expires 1 April 1974

SECURITY

STAT

TELEPHONE ANSWERING PROCEDURES

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Cover conditions permitting, calls to all other numbers [redacted] [redacted] will be answered in the name of the supervisor of the office receiving the call. For example, an office in which Mr. Smith is branch chief would receive its calls as "Mr. Smith's office."

STAT

FOR THE DIRECTOR OF CENTRAL INTELLIGENCE:

HAROLD L. BROWMAN  
Deputy Director for Support

DISTRIBUTION: ALL EMPLOYEES

MEMORANDUM FOR: HLB

STAT Mr. Osborn reported that he had been called to the Director's office. Theurmer and [ ] were there. Discussion was on having the Agency operator answer with CIA instead of 351-1100. Osborn said no problem with this. Also discussed if there would be any problem with 4-5 Agency wives coming in for lunch and to visit their husbands' offices. Osborn saw no problem with this but emphasized that the husband would be responsible for the wife while she was in the building. [ ] is taking action to publish notices to this effect on both items.

STAT Osborn feels Theurmer drums up these ideas, checks them out with the WDCI, and then passes them on before coming to DDS.

FORM NO. 101 REPLACES FORM 10-101  
1 AUG 54 WHICH MAY BE USED.

(47)

GUIDELINES

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25X1

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25X1

From [ ]

25X1

23 Mar 73

att

CONF  
SECRET